Transportation

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Transportation	Application Services	Danielle Hood	0 0	30 2	5 1	35 3
		Dustin Crump	0 0	12 0	0 0	12 0
		Martin Gonzalez	0 0	14 14	1 1	15 15
		Assigned to Individual Total	0 0	56 16	6 2	62 18
	Campus Networking	David Miller	0 0	0 0	1 0	1 0
		Tim King	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Help Desk	Brenda Treadway	0 0	2 2	0 0	2 2
		Eileen Dubach	0 0	4 4	0 0	4 4
		James Stearns	0 0	10 9	0 0	10 9
		Julie VanBeekum	0 0	9 9	0 0	9 9

Transportation

			High	Low	Medium	FCR Total
Transportation	Help Desk	Sarah Johnson	0 0	5 0	0 0	5 0
		Vicky Marrelli	0 0	10 9	0 0	10 9
		Assigned to Individual Total	0 0	40 33	0 0	40 33
	Metro B Desktop Support	Austin Farey	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Help Desk	Val Shepherd	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Metro C Help Desk	Chris Olson	0 0	1 0	0 0	1 0
		Diane Christensen	0 0	14 14	0 0	14 14
		Karen Gross	1 1	46 43	0 0	47 44
		Assigned to Individual Total	1 1	61 57	0 0	62 58
	Metro C Hosting	Adam Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C West Desktop Support	Cody Flanders	0 0	6 0	0 0	6 0

Transportation

			High	Low	Medium	FCR Total
Transportation	Metro C West Desktop Support	Jeff Bench	0 0	14 13	0 0	14 13
		Mike Larsen	0 0	9 6	0 0	9 6
		Shane Squire	0 0	11 4	0 0	11 4
		Shellie Ramsay	0 0	7 5	0 0	7 5
		Assigned to Individual Total	0 0	47 28	0 0	47 28
	Metro D Help Desk	John Robinson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Network Operations	Brant Davis	1 0	0 0	0 0	1 0
		Michael Ostrander	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	1 0	0 0	2 0
	Rural Central Desktop Support	Jeremy Standifird	0 0	1 0	0 0	1 0
		Jessica Purcell	0 0	2 2	0 0	2 2
		Randy Graham	0 0	48 48	0 0	48 48
		Richard Packer	0 0	13 10	1 0	14 10

Transportation

			High	Low	Medium	FCR Total
Transportation	Rural Central Desktop Support	Todd Hardy	0 0	3 2	1 1	4 3
		Assigned to Individual Total	0 0	67 62	2 1	69 63
	Rural North Desktop Support	Robert Stock	0 0	24 19	0 0	24 19
		Wayne Higgs	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	25 19	0 0	25 19
	Rural South Desktop Support	Dan Anthony	0 0	2 2	0 0	2 2
		Doug Thornton	0 0	1 1	0 0	1 1
		Joel Finlinson	0 0	69 66	0 0	69 66
		Scott Jesienouski	0 0	2 0	0 0	2 0
		Silas Aitchison	0 0	4 2	0 0	4 2
		Assigned to Individual Total	0 0	78 71	0 0	78 71
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

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Transportation

			High	Low	Medium	FCR Total
Transportation	Technical Lead/Project Manager	Anthony Booyse	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	1 0	2 0	3 0
		Dustin Crump	0 0	3 0	0 0	3 0
		Martin Gonzalez	0 0	13 13	3 3	16 16
		Paul Lundell	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	27 13	5 3	32 16
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	5 2	0 0	5 2
		Assigned to Individual Total	0 0	6 2	0 0	6 2
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		2 1	419 303	14 6	435 310
Customer Company Total			2 1	419 303	14 6	435 310

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Transportation

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MIR Total
Transportation	Application Services	Danielle Hood	0 0	30 23	5 4	35 27
		Dustin Crump	0 0	12 8	0 0	12 8
		Martin Gonzalez	0 0	14 11	1 1	15 12
		Assigned to Individual Total	0 0	56 42	6 5	62 47
	Campus Networking	David Miller	0 0	0 0	1 1	1 1
		Tim King	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	1 1	2 1
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	4 1	0 0	4 1
		James Stearns	0 0	10 0	0 0	10 0
		Julie VanBeekum	0 0	9 0	0 0	9 0

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Transportation

			High	Low	Medium	MIR Total
Transportation	Help Desk	Sarah Johnson	0 0	5 5	0 0	5 5
		Vicky Marrelli	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	40 6	0 0	40 6
	Metro B Desktop Support	Austin Farey	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Metro B Help Desk	Val Shepherd	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C Help Desk	Chris Olson	0 0	1 1	0 0	1 1
		Diane Christensen	0 0	14 0	0 0	14 0
		Karen Gross	1 0	46 1	0 0	47 1
		Assigned to Individual Total	1 0	61 2	0 0	62 2
	Metro C Hosting	Adam Sorensen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Metro C West Desktop Support	Cody Flanders	0 0	6 0	0 0	6 0

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Transportation

			High	Low	Medium	MIR Total
Transportation	Metro C West Desktop Support	Jeff Bench	0 0	14 0	0 0	14 0
		Mike Larsen	0 0	9 1	0 0	9 1
		Shane Squire	0 0	11 0	0 0	11 0
		Shellie Ramsay	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	47 1	0 0	47 1
	Metro D Help Desk	John Robinson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Network Operations	Brant Davis	1 0	0 0	0 0	1 0
		Michael Ostrander	0 0	1 1	0 0	1 1
		Assigned to Individual Total	1 0	1 1	0 0	2 1
	Rural Central Desktop Support	Jeremy Standifird	0 0	1 0	0 0	1 0
		Jessica Purcell	0 0	2 0	0 0	2 0
		Randy Graham	0 0	48 0	0 0	48 0
		Richard Packer	0 0	13 0	1 0	14 0

Transportation

			High	Low	Medium	MIR Total
Transportation	Rural Central Desktop Support	Todd Hardy	0 0	3 0	1 0	4 0
		Assigned to Individual Total	0 0	67 0	2 0	69 0
	Rural North Desktop Support	Robert Stock	0 0	24 0	0 0	24 0
		Wayne Higgs	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	25 0	0 0	25 0
	Rural South Desktop Support	Dan Anthony	0 0	2 0	0 0	2 0
		Doug Thornton	0 0	1 0	0 0	1 0
		Joel Finlinson	0 0	69 0	0 0	69 0
		Scott Jesienouski	0 0	2 0	0 0	2 0
		Silas Aitchison	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	78 0	0 0	78 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

Transportation

			High	Low	Medium	MIR Total
Transportation	Technical Lead/Project Manager	Anthony Booyse	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	1 1	2 0	3 1
		Dustin Crump	0 0	3 3	0 0	3 3
		Martin Gonzalez	0 0	13 7	3 2	16 9
		Paul Lundell	0 0	9 6	0 0	9 6
		Assigned to Individual Total	0 0	27 17	5 2	32 19
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		2 0	419 71	14 8	435 79
Customer Company Total			2 0	419 71	14 8	435 79

Transportation

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTIR Total
Transportation	Application Services	Danielle Hood	0 0.00	30 25.61	5 37.67	35 27.33
		Dustin Crump	0 0.00	12 8.28	0 0.00	12 8.28
		Martin Gonzalez	0 0.00	14 52.52	1 19.53	15 50.32
		Assigned to Individual Total	0 0.00	56 28.62	6 34.64	62 29.21
	Campus Networking	David Miller	0 0.00	0 0.00	1 1.03	1 1.03
		Tim King	0 0.00	1 0.59	0 0.00	1 0.59
		Assigned to Individual Total	0 0.00	1 0.59	1 1.03	2 0.81
	Help Desk	Brenda Treadway	0 0.00	2 0.11	0 0.00	2 0.11
		Eileen Dubach	0 0.00	4 0.54	0 0.00	4 0.54
		James Stearns	0 0.00	10 0.07	0 0.00	10 0.07

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Transportation

			High	Low	Medium	ATTIR Total
Transportation	Help Desk	Julie VanBeekum	0 0.00	9 0.04	0 0.00	9 0.04
		Sarah Johnson	0 0.00	5 67.82	0 0.00	5 67.82
		Vicky Marrelli	0 0.00	10 0.12	0 0.00	10 0.12
		Assigned to Individual Total	0 0.00	40 8.59	0 0.00	40 8.59
	Metro B Desktop Support	Austin Farey	0 0.00	2 0.73	0 0.00	2 0.73
		Assigned to Individual Total	0 0.00	2 0.73	0 0.00	2 0.73
	Metro B Help Desk	Val Shepherd	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Metro C Help Desk	Chris Olson	0 0.00	1 12.97	0 0.00	1 12.97
		Diane Christensen	0 0.00	14 0.03	0 0.00	14 0.03
		Karen Gross	1 0.00	46 0.04	0 0.00	47 0.04
		Assigned to Individual Total	1 0.00	61 0.25	0 0.00	62 0.25
	Metro C Hosting	Adam Sorensen	0 0.00	1 1.37	0 0.00	1 1.37
		Assigned to Individual Total	0 0.00	1 1.37	0 0.00	1 1.37

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Metro C West Desktop Support	Cody Flanders	0 0.00	6 0.18	0 0.00	6 0.18
		Jeff Bench	0 0.00	14 0.03	0 0.00	14 0.03
		Mike Larsen	0 0.00	9 0.15	0 0.00	9 0.15
		Shane Squire	0 0.00	11 0.19	0 0.00	11 0.19
		Shellie Ramsay	0 0.00	7 0.08	0 0.00	7 0.08
		Assigned to Individual Total	0 0.00	47 0.11	0 0.00	47 0.11
	Metro D Help Desk	John Robinson	0 0.00	2 0.73	0 0.00	2 0.73
		Assigned to Individual Total	0 0.00	2 0.73	0 0.00	2 0.73
	Network Operations	Brant Davis	1 0.13	0 0.00	0 0.00	1 0.13
		Michael Ostrander	0 0.00	1 1.09	0 0.00	1 1.09
		Assigned to Individual Total	1 0.13	1 1.09	0 0.00	2 0.61
	Rural Central Desktop Support	Jeremy Standifird	0 0.00	1 0.00	0 0.00	1 0.00
		Jessica Purcell	0 0.00	2 0.00	0 0.00	2 0.00
		Randy Graham	0 0.00	48 0.00	0 0.00	48 0.00

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Rural Central Desktop Support	Richard Packer	0 0.00	13 0.00	1 0.91	14 0.06
		Todd Hardy	0 0.00	3 0.29	1 0.00	4 0.21
		Assigned to Individual Total	0 0.00	67 0.01	2 0.45	69 0.03
	Rural North Desktop Support	Robert Stock	0 0.00	24 0.00	0 0.00	24 0.00
		Wayne Higgs	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	25 0.00	0 0.00	25 0.00
	Rural South Desktop Support	Dan Anthony	0 0.00	2 0.00	0 0.00	2 0.00
		Doug Thornton	0 0.00	1 0.00	0 0.00	1 0.00
		Joel Finlinson	0 0.00	69 0.02	0 0.00	69 0.02
		Scott Jesienouski	0 0.00	2 0.37	0 0.00	2 0.37
		Silas Aitchison	0 0.00	4 0.02	0 0.00	4 0.02
		Assigned to Individual Total	0 0.00	78 0.03	0 0.00	78 0.03
	Strategic Communications	Dennis Rogers	0 0.00	1 0.30	0 0.00	1 0.30
		Luis Larios	0 0.00	1 0.41	0 0.00	1 0.41

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Strategic Communications	Assigned to Individual Total	0 0.00	2 0.36	0 0.00	2 0.36
	Technical Lead/Project Manager	Anthony Booyse	0 0.00	1 0.14	0 0.00	1 0.14
		Danielle Hood	0 0.00	1 36.13	2 0.00	3 12.04
		Dustin Crump	0 0.00	3 10.56	0 0.00	3 10.56
		Martin Gonzalez	0 0.00	13 14.36	3 14.37	16 14.36
		Paul Lundell	0 0.00	9 1.75	0 0.00	9 1.75
		Assigned to Individual Total	0 0.00	27 10.01	5 8.62	32 9.79
	Voice Operations	Gail Christiansen	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	0 0.00	5 0.23	0 0.00	5 0.23
		Assigned to Individual Total	0 0.00	6 0.19	0 0.00	6 0.19
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.26	0 0.00	1 0.26
		Assigned to Individual Total	0 0.00	1 0.26	0 0.00	1 0.26
	Assigned Group Total		2 0.07	419 5.37	14 18.07	435 5.75
Customer Company Total			2 0.07	419 5.37	14 18.07	435 5.75

Transportation

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Transportation	Application Services	Danielle Hood	0 0	30 26	5 5	35 31
		Dustin Crump	0 0	12 6	0 0	12 6
		Martin Gonzalez	0 0	14 11	1 1	15 12
		Assigned to Individual Total	0 0	56 43	6 6	62 49
	Campus Networking	David Miller	0 0	0 0	1 0	1 0
		Tim King	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	1 0	2 1
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	4 0	0 0	4 0
		James Stearns	0 0	10 0	0 0	10 0
		Julie VanBeekum	0 0	9 1	0 0	9 1

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Transportation

			High	Low	Medium	MR Total
Transportation	Help Desk	Sarah Johnson	0 0	5 5	0 0	5 5
		Vicky Marrelli	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	40 6	0 0	40 6
	Metro B Desktop Support	Austin Farey	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Help Desk	Val Shepherd	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C Help Desk	Chris Olson	0 0	1 1	0 0	1 1
		Diane Christensen	0 0	14 1	0 0	14 1
		Karen Gross	1 0	46 2	0 0	47 2
		Assigned to Individual Total	1 0	61 4	0 0	62 4
	Metro C Hosting	Adam Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C West Desktop Support	Cody Flanders	0 0	6 0	0 0	6 0

Transportation

			High	Low	Medium	MR Total
Transportation	Metro C West Desktop Support	Jeff Bench	0 0	14 0	0 0	14 0
		Mike Larsen	0 0	9 0	0 0	9 0
		Shane Squire	0 0	11 0	0 0	11 0
		Shellie Ramsay	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	47 0	0 0	47 0
	Metro D Help Desk	John Robinson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Network Operations	Brant Davis	1 0	0 0	0 0	1 0
		Michael Ostrander	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	1 0	0 0	2 0
	Rural Central Desktop Support	Jeremy Standifird	0 0	1 0	0 0	1 0
		Jessica Purcell	0 0	2 0	0 0	2 0
		Randy Graham	0 0	48 0	0 0	48 0
		Richard Packer	0 0	13 0	1 1	14 1

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Transportation

			High	Low	Medium	MR Total
Transportation	Rural Central Desktop Support	Todd Hardy	0 0	3 1	1 0	4 1
		Assigned to Individual Total	0 0	67 1	2 1	69 2
	Rural North Desktop Support	Robert Stock	0 0	24 0	0 0	24 0
		Wayne Higgs	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	25 0	0 0	25 0
	Rural South Desktop Support	Dan Anthony	0 0	2 0	0 0	2 0
		Doug Thornton	0 0	1 0	0 0	1 0
		Joel Finlinson	0 0	69 0	0 0	69 0
		Scott Jesienouski	0 0	2 0	0 0	2 0
		Silas Aitchison	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	78 0	0 0	78 0
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Luis Larios	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1

Transportation

			High	Low	Medium	MR Total
Transportation	Technical Lead/Project Manager	Anthony Booyse	0 0	1 1	0 0	1 1
		Danielle Hood	0 0	1 1	2 1	3 2
		Dustin Crump	0 0	3 3	0 0	3 3
		Martin Gonzalez	0 0	13 7	3 2	16 9
		Paul Lundell	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	27 12	5 3	32 15
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		2 0	419 68	14 10	435 78
Customer Company Total			2 0	419 68	14 10	435 78

Transportation

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Transportation	Application Services	Danielle Hood	0 0.00	30 32.47	5 68.64	35 37.64
		Dustin Crump	0 0.00	12 12.66	0 0.00	12 12.66
		Martin Gonzalez	0 0.00	14 72.62	1 19.53	15 69.08
		Assigned to Individual Total	0 0.00	56 38.26	6 60.46	62 40.41
	Campus Networking	David Miller	0 0.00	0 0.00	1 1.49	1 1.49
		Tim King	0 0.00	1 8.62	0 0.00	1 8.62
		Assigned to Individual Total	0 0.00	1 8.62	1 1.49	2 5.05
	Help Desk	Brenda Treadway	0 0.00	2 0.11	0 0.00	2 0.11
		Eileen Dubach	0 0.00	4 0.66	0 0.00	4 0.66
		James Stearns	0 0.00	10 0.08	0 0.00	10 0.08

Transportation

			High	Low	Medium	ATTR Total
Transportation	Help Desk	Julie VanBeekum	0 0.00	9 1.49	0 0.00	9 1.49
		Sarah Johnson	0 0.00	5 70.23	0 0.00	5 70.23
		Vicky Marrelli	0 0.00	10 0.47	0 0.00	10 0.47
		Assigned to Individual Total	0 0.00	40 9.53	0 0.00	40 9.53
	Metro B Desktop Support	Austin Farey	0 0.00	2 1.70	0 0.00	2 1.70
		Assigned to Individual Total	0 0.00	2 1.70	0 0.00	2 1.70
	Metro B Help Desk	Val Shepherd	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Metro C Help Desk	Chris Olson	0 0.00	1 12.97	0 0.00	1 12.97
		Diane Christensen	0 0.00	14 0.63	0 0.00	14 0.63
		Karen Gross	1 0.00	46 0.73	0 0.00	47 0.71
		Assigned to Individual Total	1 0.00	61 0.91	0 0.00	62 0.89
	Metro C Hosting	Adam Sorensen	0 0.00	1 2.08	0 0.00	1 2.08
		Assigned to Individual Total	0 0.00	1 2.08	0 0.00	1 2.08

Transportation

			High	Low	Medium	ATTR Total
Transportation	Metro C West Desktop Support	Cody Flanders	0 0.00	6 1.45	0 0.00	6 1.45
		Jeff Bench	0 0.00	14 1.00	0 0.00	14 1.00
		Mike Larsen	0 0.00	9 0.67	0 0.00	9 0.67
		Shane Squire	0 0.00	11 0.96	0 0.00	11 0.96
		Shellie Ramsay	0 0.00	7 0.47	0 0.00	7 0.47
		Assigned to Individual Total	0 0.00	47 0.91	0 0.00	47 0.91
	Metro D Help Desk	John Robinson	0 0.00	2 0.73	0 0.00	2 0.73
		Assigned to Individual Total	0 0.00	2 0.73	0 0.00	2 0.73
	Network Operations	Brant Davis	1 2.19	0 0.00	0 0.00	1 2.19
		Michael Ostrander	0 0.00	1 1.56	0 0.00	1 1.56
		Assigned to Individual Total	1 2.19	1 1.56	0 0.00	2 1.87
	Rural Central Desktop Support	Jeremy Standifird	0 0.00	1 0.05	0 0.00	1 0.05
		Jessica Purcell	0 0.00	2 0.00	0 0.00	2 0.00
		Randy Graham	0 0.00	48 0.00	0 0.00	48 0.00

Transportation

			High	Low	Medium	ATTR Total
Transportation	Rural Central Desktop Support	Richard Packer	0 0.00	13 0.34	1 32.94	14 3.31
		Todd Hardy	0 0.00	3 4.13	1 2.09	4 3.62
		Assigned to Individual Total	0 0.00	67 0.25	2 17.52	69 0.77
	Rural North Desktop Support	Robert Stock	0 0.00	24 2.51	0 0.00	24 2.51
		Wayne Higgs	0 0.00	1 0.35	0 0.00	1 0.35
		Assigned to Individual Total	0 0.00	25 2.35	0 0.00	25 2.35
	Rural South Desktop Support	Dan Anthony	0 0.00	2 0.00	0 0.00	2 0.00
		Doug Thornton	0 0.00	1 0.00	0 0.00	1 0.00
		Joel Finlinson	0 0.00	69 0.02	0 0.00	69 0.02
		Scott Jesienouski	0 0.00	2 0.77	0 0.00	2 0.77
		Silas Aitchison	0 0.00	4 0.03	0 0.00	4 0.03
		Assigned to Individual Total	0 0.00	78 0.04	0 0.00	78 0.04
	Strategic Communications	Dennis Rogers	0 0.00	1 3.32	0 0.00	1 3.32
		Luis Larios	0 0.00	1 57.74	0 0.00	1 57.74

Transportation

			High	Low	Medium	ATTR Total
Transportation	Strategic Communications	**Assigned to Individual Total**	0 0.00	2 30.53	0 0.00	2 30.53
	Technical Lead/Project Manager	Anthony Booyse	0 0.00	1 6.78	0 0.00	1 6.78
		Danielle Hood	0 0.00	1 36.14	2 9.00	3 22.57
		Dustin Crump	0 0.00	3 26.24	0 0.00	3 26.24
		Martin Gonzalez	0 0.00	12 26.16	3 24.11	15 25.77
		Paul Lundell	0 0.00	9 2.42	0 0.00	9 2.42
		Assigned to Individual Total	0 0.00	26 17.91	5 20.33	31 18.22
	Voice Operations	Gail Christiansen	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	0 0.00	5 0.44	0 0.00	5 0.44
		Assigned to Individual Total	0 0.00	6 0.36	0 0.00	6 0.36
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.79	0 0.00	1 0.79
		Assigned to Individual Total	0 0.00	1 0.79	0 0.00	1 0.79
	Assigned Group Total		2 1.09	418 8.04	14 36.97	434 8.91
Customer Company Total			2 1.09	418 8.04	14 36.97	434 8.91

Transportation

Detail

INC000000602411	Judie McDermott	Application	None	Gmail		TIR Missed: No	0.28
Application Services		Dustin Crump	Transportation	Low	Closed	TTR Missed: No	2.10
INC000000604301	James Baird	None	None	None		TIR Missed: Yes	5.90
Application Services		Dustin Crump	Transportation	Low	Closed	TTR Missed: No	5.92
INC000000604401	Vicki Hanshew	Application	None	Novell GroupWise		TIR Missed: Yes	15.61
Application Services		Martin Gonzalez	Transportation	Low	Closed	TTR Missed: Yes	19.36
INC000000606070	Donnell Taggart	Application	None	Gmail		TIR Missed: No	0.00
Technical Lead/Project Manager		Martin Gonzalez	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000606258	Tony Lau	None	None	Gmail		TIR Missed: No	0.00
Metro B Desktop Support		Austin Farey	Transportation	Low	Closed	TTR Missed: No	1.90
INC000000606541	Philip Ellsworth	Application	Password	Gmail		TIR Missed: No	0.22
Help Desk		James Stearns	Transportation	Low	Closed	TTR Missed: No	0.23
INC000000606627	Mark Taylor	Application	Error	Gmail		TIR Missed: No	0.30
Application Services		Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: Yes	15.25
INC000000606657	Raymond Bennett	Application	None	Novell GroupWise		TIR Missed: Yes	1.48
Help Desk		Eileen Dubach	Transportation	Low	Closed	TTR Missed: No	1.95
INC000000606857	Elden Bingham	Mobile Devices	Error	Gmail		TIR Missed: Yes	1.19
Application Services		Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	6.56
INC000000606859	Alana Spendlove	None	None	Gmail		TIR Missed: No	0.91
Rural Central Desktop Support		Richard Packer	Transportation	Medium	Closed	TTR Missed: Yes	32.94
INC000000606922	Kevin Francis	Application	None	Gmail		TIR Missed: No	0.00
Application Services		Danielle Hood	Transportation	Medium	Closed	TTR Missed: Yes	101.82
INC000000607143	Jonathan Clegg	Application	Password	Utah Master Directory		TIR Missed: Yes	3.58
Technical Lead/Project Manager		Paul Lundell	Transportation	Low	Closed	TTR Missed: No	5.10
INC000000607172	Jeff Williams	None	None	None		TIR Missed: Yes	1.69
Technical Lead/Project Manager		Paul Lundell	Transportation	Low	Closed	TTR Missed: No	1.69
INC000000607327	David Brown	Application	None	Gmail		TIR Missed: Yes	3.77
Application Services		Dustin Crump	Transportation	Low	Resolved	TTR Missed: No	3.77
INC000000607344	Rod Brocious	None	None	Gmail		TIR Missed: Yes	1.23
Technical Lead/Project Manager		Paul Lundell	Transportation	Low	Closed	TTR Missed: No	3.64
INC000000607502	Larry Montoya	Application	None	Gmail		TIR Missed: Yes	20.73
Technical Lead/Project Manager		Martin Gonzalez	Transportation	Low	Closed	TTR Missed: Yes	40.75

Transportation

INC000000607509	Heather Barthold	None	None	None		TIR Missed: No	0.75
Application Services	Dustin Crump	Transportation	Low	Closed		TTR Missed: Yes	8.14
INC000000607749	Leigh Dethman	Application	None	Gmail		TIR Missed: Yes	1.08
Application Services	Martin Gonzalez	Transportation	Low	Closed		TTR Missed: No	1.08
INC000000607849	Jessee Hill	Application	None	Gmail		TIR Missed: Yes	36.13
Technical Lead/Project Manager	Danielle Hood	Transportation	Low	Closed		TTR Missed: Yes	36.14
INC000000608072	Marco Palacios	Application	Error	Gmail		TIR Missed: No	0.01
Technical Lead/Project Manager	Paul Lundell	Transportation	Low	Closed		TTR Missed: No	0.01
INC000000608392	Joanna Gunderson	Application	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed		TTR Missed: Yes	9.81
INC000000608437	Brandi Trujillo	Application	Error	Gmail		TIR Missed: No	0.09
Application Services	Dustin Crump	Transportation	Low	Resolved		TTR Missed: No	0.09
INC000000608532	Christina Davis	Application	Password	Utah Master Directory		TIR Missed: Yes	3.40
Technical Lead/Project Manager	Paul Lundell	Transportation	Low	Closed		TTR Missed: No	3.40
INC000000608623	Jason Richins	Application	None	Gmail		TIR Missed: Yes	18.98
Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Closed		TTR Missed: Yes	32.06
INC000000608733	George Lukes	Mobile Devices	Error	None		TIR Missed: Yes	13.97
Application Services	Dustin Crump	Transportation	Low	Closed		TTR Missed: Yes	14.00
INC000000608794	Abdi Fatemi	None	None	Gmail		TIR Missed: Yes	14.14
Technical Lead/Project Manager	Dustin Crump	Transportation	Low	Closed		TTR Missed: Yes	14.14
INC000000608815	Lynn Starley	None	None	Gmail		TIR Missed: Yes	14.01
Technical Lead/Project Manager	Dustin Crump	Transportation	Low	Closed		TTR Missed: Yes	14.01
INC000000608896	Janice Poole	Application	None	Gmail		TIR Missed: No	0.17
Application Services	Martin Gonzalez	Transportation	Low	Resolved		TTR Missed: Yes	79.02
INC000000608912	Nikki DeNiro	Application	None	Gmail		TIR Missed: No	0.45
Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Resolved		TTR Missed: No	0.70
INC000000609029	Ruth Butler	Application	None	Gmail		TIR Missed: No	0.07
Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Resolved		TTR Missed: No	3.27
INC000000609175	Austin Baysinger	Application	None	Gmail		TIR Missed: Yes	244.42
Application Services	Martin Gonzalez	Transportation	Low	Resolved		TTR Missed: Yes	244.44
INC000000609208	Heather Jones	Application	None	Gmail		TIR Missed: Yes	35.39
Technical Lead/Project Manager	Martin Gonzalez	Transportation	Medium	Resolved		TTR Missed: Yes	64.58
INC000000609282	Brandon Reda	Application	None	Gmail		TIR Missed: No	0.56
Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Resolved		TTR Missed: No	0.58

Transportation

INC000000609635	Larry Montoya	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Medium	Resolved	TTR Missed: No	0.01
INC000000609705	Donna Beagley	Application	None	Gmail		TIR Missed: Yes	12.55
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	30.22
INC000000610170	Troy Gunnell	Application	Password	Utah Master Directory		TIR Missed: Yes	3.24
	Technical Lead/Project Manager	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	3.24
INC000000610185	Spencer Morris	Application	None	Gmail		TIR Missed: No	0.21
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: No	0.78
INC000000610208	Shelley Milligan	Application	Error	Gmail		TIR Missed: Yes	13.57
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	49.49
INC000000610221	Jonathan Clegg	Application	Password	Utah Master Directory		TIR Missed: Yes	2.59
	Technical Lead/Project Manager	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	2.59
INC000000611104	Kristina Tingey	Application	None	Gmail		TIR Missed: Yes	5.15
	Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: Yes	103.50
INC000000611121	Deborah Pilling	Application	None	Gmail		TIR Missed: Yes	16.64
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	24.24
INC000000611293	Colton Curtis	Application	Error	Gmail		TIR Missed: No	0.81
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.81
INC000000611656	Doug Calder	Application	None	Gmail		TIR Missed: Yes	6.54
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: Yes	6.58
INC000000611883	Daniel Allred	None	None	Gmail		TIR Missed: Yes	3.52
	Technical Lead/Project Manager	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes	50.57
INC000000612170	Jerry White	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: Yes	116.22
INC000000612199	Mike Evans	None	None	None		TIR Missed: Yes	72.91
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	72.91
INC000000612235	David Adamson	Application	None	Postini		TIR Missed: No	0.59
	Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed: No	2.63
INC000000612417	Kevin Lambeth	Application	Error	Gmail		TIR Missed: Yes	5.57
	Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed: No	5.57
INC000000612482	Jeffrey Walker	Application	Error	Gmail		TIR Missed: Yes	62.42
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	71.42
INC000000612619	Colton Curtis	Application	Error	Gmail		TIR Missed: No	0.02
	Application Services	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: No	1.02

Transportation

ID	Name	Type	Sub	System	TIR	Priority	Status	TTR	Value
INC000000612740	Rebecca Parker	Application	None	Gmail		TIR Missed: Yes			69.30
	Technical Lead/Project Manager	Martin Gonzalez	Transportation		Low	Closed		TTR Missed: Yes	79.53
INC000000613000	Russ Scovil	Application	None	Gmail		TIR Missed: Yes			2.72
	Application Services	Martin Gonzalez	Transportation		Low	Resolved		TTR Missed: No	2.75
INC000000613254	Ron Parks	None	None	Gmail		TIR Missed: Yes			63.00
	Application Services	Danielle Hood	Transportation		Low	Closed		TTR Missed: Yes	63.00
INC000000613342	Dave Asay	Application	Password	Utah Master Directory		TIR Missed: No			0.18
	Application Services	Danielle Hood	Transportation		Low	Closed		TTR Missed: Yes	62.38
INC000000613511	Steven Bagley	None	None	None		TIR Missed: Yes			39.22
	Application Services	Danielle Hood	Transportation		Low	Closed		TTR Missed: Yes	44.97
INC000000614436	Aaron Watson	Application	None	Gmail		TIR Missed: Yes			6.16
	Technical Lead/Project Manager	Martin Gonzalez	Transportation		Low	Resolved		TTR Missed: Yes	6.17
INC000000614473	Lisa Martin	Application	Error	Gmail		TIR Missed: No			0.00
	Technical Lead/Project Manager	Paul Lundell	Transportation		Low	Closed		TTR Missed: No	1.30
INC000000614484	Patti Barton	Application	None	Gmail		TIR Missed: Yes			7.72
	Technical Lead/Project Manager	Martin Gonzalez	Transportation		Medium	Resolved		TTR Missed: Yes	7.74
INC000000615060	Leona Dalley	None	None	None		TIR Missed: No			0.00
	Rural North Desktop Support	Wayne Higgs	Transportation		Low	Closed		TTR Missed: No	0.35
INC000000615525	Tristan Pedersen	None	None	None		TIR Missed: Yes			51.49
	Application Services	Danielle Hood	Transportation		Medium	Closed		TTR Missed: Yes	63.65
INC000000615580	Ruth Butler	None	None	Gmail		TIR Missed: Yes			35.94
	Application Services	Danielle Hood	Transportation		Low	Closed		TTR Missed: Yes	45.97
INC000000615670	Tyson Schultz	None	None	None		TIR Missed: Yes			51.47
	Application Services	Danielle Hood	Transportation		Medium	Closed		TTR Missed: Yes	69.52
INC000000615836	Aaron Wall	None	None	None		TIR Missed: Yes			78.17
	Help Desk	Sarah Johnson	Transportation		Low	Closed		TTR Missed: Yes	78.17
INC000000615876	Colton Curtis	None	None	Gmail		TIR Missed: Yes			31.68
	Application Services	Danielle Hood	Transportation		Low	Closed		TTR Missed: Yes	35.59
INC000000615945	Joni DeMille	Application	None	Gmail		TIR Missed: Yes			80.99
	Application Services	Danielle Hood	Transportation		Low	Closed		TTR Missed: Yes	93.85
INC000000615952	Glenn Tarrant	Application	None	Gmail		TIR Missed: Yes			76.50
	Help Desk	Sarah Johnson	Transportation		Low	Closed		TTR Missed: Yes	76.50
INC000000616154	Jami Gentry	None	None	None		TIR Missed: Yes			75.50
	Application Services	Danielle Hood	Transportation		Low	Closed		TTR Missed: Yes	93.24

Transportation

INC000000616507	Eric Lyon	Application	None	Gmail		TIR Missed: Yes	71.98
	Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: Yes	156.36
INC000000616904	Robert Newbold	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.83
INC000000617044	Robert A Stoddard	Application	Password	Gmail		TIR Missed: No	0.23
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: Yes	21.94
INC000000617197	Kristi Urry	Application	Error	Gmail		TIR Missed: Yes	63.88
	Help Desk	Sarah Johnson	Transportation	Low	Closed	TTR Missed: Yes	75.62
INC000000617204	Robert Newbold	Application	None	Gmail		TIR Missed: Yes	69.15
	Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: Yes	69.15
INC000000617533	Randy Sparkman	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.90
INC000000617571	Michael J Evans	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Danielle Hood	Transportation	Medium	Closed	TTR Missed: Yes	9.00
INC000000617715	Karyl Keanaiana	None	None	None		TIR Missed: Yes	60.62
	Help Desk	Sarah Johnson	Transportation	Low	Closed	TTR Missed: Yes	60.95
INC000000617864	Darcy Brantly	Application	Error	Gmail		TIR Missed: Yes	59.94
	Help Desk	Sarah Johnson	Transportation	Low	Closed	TTR Missed: Yes	59.94
INC000000618061	Jennifer Orton	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Transportation	Low	Closed	TTR Missed: No	
INC000000618164	Judie McDermott	Network	Error	None		TIR Missed: No	0.13
	Network Operations	Brant Davis	Transportation	High	Closed	TTR Missed: No	2.19
INC000000618298	Brian Allen	Network	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618325	Connie Simms	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618336	Layne Slack	Application	Error	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618370	John Thomas	Mobile Devices	None	iPhone		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618388	Diane Josie	Network	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	High	Closed	TTR Missed: No	0.00
INC000000618401	Michelle Verucchi	Network	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000618402	Fara Williams	Network	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618415	Paul West	Network	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618419	Jill Baxter	Network	Error	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618432	Danielle Herrscher	Network	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618447	Gaye Hettrick	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618460	Cristina Cibrian	PC/Laptop	Hardware	None		TIR Missed: No	0.02
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.30
INC000000618465	Scott Nussbaum	Application	None	None		TIR Missed: Yes	1.03
	Campus Networking	David Miller	Transportation	Medium	Closed	TTR Missed: No	1.49
INC000000618485	Kirk Thornock	None	None	electronic Project Management		TIR Missed: No	0.32
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.32
INC000000618511	Tim Taylor	Network	Incident	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618572	Alex Lamb	Application	Error	Operations Management Syster	TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618584	Steven Acerson	Remote Connectivity	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618596	Josh Glazier	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618605	Jerry Arnold	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618606	Lars Anderson	None	None	Gmail		TIR Missed: No	0.14
	Technical Lead/Project Manager	Anthony Booyse	Transportation	Low	Closed	TTR Missed: Yes	6.78
INC000000618664	Michael C Johnson	Application	None	Gmail		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.27
INC000000618671	Anita Grover	Application	None	Gmail		TIR Missed: Yes	2.01
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	8.45
INC000000618677	Blaine Leonard	Application	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation						

INC000000618708	Ken Prince	Application	Password	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618724	Francine Randolph	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618757	Tammy Pugmire	None	None	None		TIR Missed: Yes	79.52
	Application Services	Danielle Hood	Transportation	Medium	Closed	TTR Missed: Yes	102.29
INC000000618801	Lori Porter	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.60
INC000000618846	Brian Phillips	Application	Error	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618851	Jared Jeffs	Application	Error	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618857	Ken Ballantyne	Application	Password	Utah Master Directory		TIR Missed: No	0.23
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.23
INC000000618861	Shawn H Davis	Application	Error	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618872	Tonia Lou Wall	Application	Error	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618878	Arty Johnson	Application	Error	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618923	Kristina Tingey	Application	None	Gmail		TIR Missed: Yes	53.40
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: Yes	53.40
INC000000618955	John Gleason	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000618957	Bill Dearden	Application	Password	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000619016	Mike Randall	Application	Error	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000619072	William J Powell	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000619090	Clint Chaston	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000619117	Barry Axelrod	None	None	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	20.67

Transportation						

INC000000619143	Nacey Wilson	Application	Password	Utah Master Directory	TIR Missed: No	0.48
Help Desk	Eileen Dubach	Transportation		Low	Closed	TTR Missed: No	0.49
INC000000619235	Chad Hansen	Application	Error	Financial Information Network	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000619427	Judie McDermott	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation		Low	Closed	TTR Missed: No	3.46
INC000000619450	Wayne Warnock	Application	None	Gmail	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000619488	John Roods	Network	Password	Active Directory	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation		Low	Closed	TTR Missed: No	2.75
INC000000619495	Brad Walker	Network	Password	Active Directory	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation		Low	Closed	TTR Missed: No	5.23
INC000000619521	Linda Toy Hull	Mobile Devices	None	Ipads	TIR Missed: No	0.42
Metro C West Desktop Support	Shane Squire	Transportation		Low	Closed	TTR Missed: No	5.28
INC000000619614	John Cunliffe	Application	Error	Mozilla Firefox	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000619615	Rickie Bradshaw	Application	Error	Java Media Framework	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000619624	Russell Pogue	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000619630	Monte Aldridge	Telecom	Conference	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000619667	Mike Ellis	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000619799	Lynda Seckletstewa	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000619802	Kory Iman	Network	Incident	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000619809	Chris Memmott	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000619827	Ronald Hopkins	Network	None	Gmail	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000619830	Nick Romero	Network	Incident	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00

Transportation

INC000000619833	Kurtis Park	Application	Error	electronic Project Management	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000619835	Lenee Trujillo	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000619849	Jared Jeffs	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000619857	Mote Siufanua	Application	Error	Project Development Business	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000619867	Jeremy Price	Network	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000619896	Silvia Barbre	Application	Error	Gmail	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000619909	Kevin Jensen	Application	Error	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000619914	Gaye Hettrick	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000619916	Nick Romero	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000619919	Lance Courtier	Application	Error	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000619991	Mike Hanni	Application	Password	PGP	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000620021	Brandi Trujillo	PC/Laptop	Password	Gmail	TIR Missed: No	0.37
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: Yes	8.85
INC000000620043	Barbara Adams	Telecom	None	Telephone	TIR Missed: No	0.18
Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	0.33
INC000000620054	Brandi Trujillo	Application	None	Employee Gateway	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000620060	Linda Barrow	Application	None	Employee Gateway	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000620092	Ronald Hawkins	Application	Error	Employee Gateway	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000620170	Brady P Roberts	Application	Password	Utah Master Directory	TIR Missed: No	0.13
Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.13

| Transportation | | | | | | | |

INC000000620265	Karen Yoast	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000620499	Anita Grover	Network	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000620578	Ryan Rankin	Application	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000620621	Eyvonne Fawcett	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	
INC000000620622	Mona Freeze	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	
INC000000620626	Blake Rich	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	
INC000000620629	Scott Woolsey	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	
INC000000620772	Blake Gillies	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000620908	Jerry Timmins	PC/Laptop	Error	None		TIR Missed: Yes	1.38
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	1.91
INC000000620930	Kristi Nye	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	
INC000000620933	Dave Carter	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	
INC000000621008	Mike Bair	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	
INC000000621028	Delayne Hansen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	
INC000000621029	Leslie M Peterson	None	None	None		TIR Missed: Yes	36.26
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	36.26
INC000000621045	Leslie M Peterson	None	None	None		TIR Missed: Yes	39.62
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	39.62
INC000000621046	Dave Holmgren	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	
INC000000621050	Leslie M Peterson	None	None	None		TIR Missed: Yes	12.40
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	12.40

| Transportation | | | | | | | | |

Incident	Reported By	Category	Type	Item		Status	TIR/TTR Missed	Hours
INC000000621062	Leslie M Peterson	None	None	None			TIR Missed: No	0.00
	Application Services	Danielle Hood	Transportation	Low	Closed		TTR Missed: Yes	12.25
INC000000621075	Leslie M Peterson	None	None	None			TIR Missed: Yes	35.67
	Application Services	Danielle Hood	Transportation	Low	Closed		TTR Missed: Yes	35.67
INC000000621081	Leslie M Peterson	None	None	None			TIR Missed: Yes	39.09
	Application Services	Danielle Hood	Transportation	Low	Closed		TTR Missed: Yes	39.09
INC000000621091	Leslie M Peterson	None	None	None			TIR Missed: Yes	38.78
	Application Services	Danielle Hood	Transportation	Low	Resolved		TTR Missed: Yes	38.78
INC000000621122	Zane Yardley	Application	Password	Utah Master Directory			TIR Missed: No	0.36
	Help Desk	Vicky Marrelli	Transportation	Low	Closed		TTR Missed: No	0.93
INC000000621132	Arthur Birt	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed		TTR Missed: No	
INC000000621156	Alan L Nielsen	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed		TTR Missed: No	
INC000000621188	Rick R Johnson	None	None	None			TIR Missed: Yes	1.09
	Network Operations	Michael Ostrander	Transportation	Low	Closed		TTR Missed: No	1.56
INC000000621221	Gregg Evans	Telecom	CrossTalk/Noise/Static	Telephone			TIR Missed: No	0.26
	Voice/Data/WAN Services	Mark Thomas	Transportation	Low	Closed		TTR Missed: No	0.79
INC000000621244	Kendall Draney	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000621245	Roger Dransfield	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000621304	Kelly Fugal	Application	Error	Gmail			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000621314	Grant Jackson	Application	Error	Microsoft Excel			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000621323	Karen Yoast	Application	Reporting	Microsoft Office			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000621327	Eric Buell	Application	Reporting	Gmail			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000621366	Ranae Nielsen	Application	Error	Gmail			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000621370	Matt Parker	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed: No	0.00

Transportation

Incident	Name	Category 1	Category 2	Item		TIR/TTR Missed	Status	Hours
INC000000621372	Lynda Seckletstewa	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000621390	Chad Sneddon	None	None	None		TIR Missed: No		0.00
	Rural South Desktop Support	Doug Thornton	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000621413	Kristina Tingey	Application	None	Gmail		TIR Missed: Yes		10.22
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: N/A		
INC000000621490	Loren Shane Safford	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No		0.03
INC000000621493	Deborah Pilling	Application	Error	Microsoft Access		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000621637	Cathie Pappas	Application	None	Gmail		TIR Missed: Yes		95.55
	Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: Yes		95.55
INC000000621737	Richard C Clark	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000621773	Elaine Fanning	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000621774	Grant Farnsworth	Application	Error	Gmail		TIR Missed: Yes		92.21
	Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: Yes		92.21
INC000000621832	Jared Beard	Application	Error	ProjectWise		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000621834	Nathan Lee	PC/Laptop	Hardware	None		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000621843	Wendy Nez	PC/Laptop	Hardware	Microsoft Windows 7		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000621876	Lynn Worwood	PC/Laptop	Hardware	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000621879	Daniel Avila	Application	Error	ProjectWise		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000621909	Phil North	PC/Laptop	Hardware	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000621977	Grant Farnsworth	None	None	None		TIR Missed: No		
	Technical Lead/Project Manager	Danielle Hood	Transportation	Medium	Closed	TTR Missed: No		
INC000000622133	Araxy Black	PC/Laptop	Error	None		TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.00

Transportation

INC000000622136	Angelo Papastamos	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No		0.13
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No		0.60
INC000000622208	Kent Whatcott	Application	Password	Utah Master Directory	TIR Missed: No		0.74
Metro D Help Desk	John Robinson	Transportation	Low	Closed	TTR Missed: No		0.74
INC000000622209	Kent Whatcott	Application	Password	Utah Master Directory	TIR Missed: No		0.72
Metro D Help Desk	John Robinson	Transportation	Low	Closed	TTR Missed: No		0.72
INC000000622236	Alan Isaacson	Application	Password	Gmail	TIR Missed: No		0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000622253	Bryan Chamberlain	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No		0.20
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No		1.96
INC000000622254	Gaye Hettrick	Application	None	Gmail	TIR Missed: No		0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000622296	Deni Archuletta	PC/Laptop	None	None	TIR Missed: No		0.33
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No		3.63
INC000000622329	John Leonard	Application	None	Gmail	TIR Missed: Yes		86.69
Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: Yes		86.69
INC000000622334	Eric Cheng	None	None	None	TIR Missed: No		0.17
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No		3.18
INC000000622354	Nancy Jerome	Application	Error	Computer Aided Drafting and De	TIR Missed: No		0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000622412	Julie Anderson	Application	None	ProjectWise	TIR Missed: No		0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000622424	Larry Montoya	None	None	None	TIR Missed: No		0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000622450	Julie Anderson	Application	None	Gmail	TIR Missed: Yes		20.05
Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes		30.38
INC000000622457	Charles Mason-Hill	Application	None	Microsoft Windows XP Professio	TIR Missed: No		0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No		
INC000000622467	Steven Bagley	Application	None	Microsoft Windows 7	TIR Missed: No		0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000622494	Shane Johnson	None	None	None	TIR Missed: Yes		1.37
Metro C Hosting	Adam Sorensen	Transportation	Low	Closed	TTR Missed: No		2.08
INC000000622498	Blake Gillies	Application	Password	PGP	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Transportation	Low	Closed	TTR Missed: No		0.00

Transportation

INC000000622546	Terry Wiseman	Application	Error	None		TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000622644	Jay H Carter	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support		Robert Stock	Transportation	Low	Closed	TTR Missed: No	
INC000000622667	Ryan Ellsworth	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support		Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000622668	Michelle Lindgren	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support		Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000622669	Chris Cowan	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support		Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000622670	Robert Newbold	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro C West Desktop Support		Mike Larsen	Transportation	Low	Closed	TTR Missed: No	4.05
INC000000622671	Daniel Betts	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support		Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000622672	Jill Baxter	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support		Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000622713	Dennis Naillon	Network	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support		Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000622822	Joanna Gunderson	PC/Laptop	Hardware	None		TIR Missed: No	0.57
Rural South Desktop Support		Scott Jesienouski	Transportation	Low	Closed	TTR Missed: No	1.37
INC000000622835	Sheila Fry-Higgins	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000622838	Gail Hare	Application	Password	Gmail		TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000622843	Kerry Savage	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000622846	Kerry Savage	Application	Error	electronic Project Management		TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000622855	Nathan McCall	Network	None	None		TIR Missed: No	0.33
Metro C West Desktop Support		Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.47
INC000000622858	Cristina Cibrian	PC/Laptop	None	None		TIR Missed: No	0.37
Metro C West Desktop Support		Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.69
INC000000622860	PK Mohanty	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Rural Central Desktop Support		Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000622875	Jami Gentry	Application	Reporting	Gmail		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000622877	John Leonard	Application	None	Gmail		TIR Missed: Yes	19.53
Application Services	Martin Gonzalez	Transportation		Medium	Resolved	TTR Missed: Yes	19.53
INC000000622921	Kerry Savage	Application	Error	Data Warehouse		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000622930	Daniel Allred	PC/Laptop	Performance	Microsoft Excel		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000622951	Gaye Babcock	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000622955	Nancy Jerome	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623090	Paul Judd	Application	None	Gmail		TIR Missed: Yes	13.56
Application Services	Danielle Hood	Transportation		Low	Closed	TTR Missed: Yes	13.67
INC000000623106	Kurt Keisel	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623119	Dan Kuhn	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623121	Cheryll Benner	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623127	Tami Timothy	Telecom	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623160	Stan Burns	Application	Error	Gmail		TIR Missed: Yes	21.15
Application Services	Dustin Crump	Transportation		Low	Closed	TTR Missed: Yes	21.15
INC000000623243	Lewis Rasmussen	Application	Error	Gmail		TIR Missed: No	0.07
Help Desk	Julie VanBeekum	Transportation		Low	Closed	TTR Missed: Yes	11.28
INC000000623286	Margaret Gish	Application	None	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623307	Richard Crosland	Application	Reporting	ProjectWise		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623309	Karen Yoast	Application	Error	Project Development Business !		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623329	William Hansen	Application	Error	Gmail		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00

Transportation							

INC000000623332	Lynda Seckletstewa	Application	Error	Gmail		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623333	Bill Dearden	Application	Password	Gmail		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623334	Kerry Savage	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623366	Christina Davis	PC/Laptop	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623368	Scott Goodwin	Mobile Devices	Error	Gmail		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623369	A J Rogers	Application	Error	Gmail		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623402	Karen Wright	Application	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Transportation		Medium	Closed	TTR Missed: No	2.09
INC000000623420	David Stevens	None	None	None		TIR Missed: Yes	1.46
Metro B Desktop Support	Austin Farey	Transportation		Low	Closed	TTR Missed: No	1.50
INC000000623522	Kerry Savage	Application	Error	ProjectWise		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623524	Michael Cole	Network	Performance	None		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623529	Bill Townsend	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623540	Nancy Jerome	Application	Password	Project Development Business !		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623557	Barry Sawsak	Application	Error	Gmail		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623631	Pat McGann	Application	Reporting	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623663	Cheri Guertler	Application	None	UDOT's Web Site		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	
INC000000623819	Steven Carnesecca	Application	Error	Gmail		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000623837	Lynn Worwood	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00

Transportation

Incident	Requestor	Type	Category	Service		TIR/TTR Missed		Hours
INC000000623849	Mark O Parry	Application	Error	Microsoft Office		TIR Missed: No		0.14
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No		0.14
INC000000623864	Ken Talbot	Application	Error	Gmail		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000623897	Raeleen Sanchez	Application	None	Gmail		TIR Missed: Yes		32.55
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: Yes		32.55
INC000000623932	Mike Marz	PC/Laptop	Performance	None		TIR Missed: No		0.28
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No		0.28
INC000000623940	Larry Meppen	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000623944	Ozzie Trujillo	Application	Password	Utah Master Directory		TIR Missed: No		0.19
	Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed: No		0.19
INC000000623952	Mark O Parry	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000623954	Tawnya Lang	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000623988	Ray Graham	Application	Error	WordPerfect Office 2002		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000624034	Kurt Keisel	Application	Password	Utah Master Directory		TIR Missed: No		0.26
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No		0.66
INC000000624047	Becky Mackelprang	Application	None	Gmail		TIR Missed: Yes		13.74
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes		13.80
INC000000624049	Chris Graff	Application	None	Gmail		TIR Missed: Yes		13.79
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes		13.82
INC000000624053	Clint Tyler	Application	Error	WordPerfect Office 2002		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000624054	Ray Graham	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000624060	Ben Farnsworth	Application	Password	Gmail		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000624081	Blake Gillies	Application	Password	PGP		TIR Missed: No		0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000624213	Josh Welch	PC/Laptop	Virus	None		TIR Missed: No		0.18
	Rural South Desktop Support	Scott Jesienouski	Transportation	Low	Closed	TTR Missed: No		0.18

Transportation

INC000000624293	Josh Miller	Application	Error	Internet Explorer	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000624385	Ronald Krause	Application	Password	Utah Master Directory	TIR Missed: No	0.28
Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.92
INC000000624388	Ronald Krause	Application	Password	Utah Master Directory	TIR Missed: No	0.26
Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.71
INC000000624462	Jami Gentry	Application	Error	IManager	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000624464	Clinton McCleery	Application	None	Java Platform SE	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000624548	Kristi Nye	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	3.19
INC000000624549	Dave Holmgren	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	3.16
INC000000624561	Darrell Berry	Network	Password	Active Directory	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	2.99
INC000000624584	Kyle Hess	Application	Password	PGP	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000624595	Kerry Kendall	Application	None	Motor Carrier System	TIR Missed: No	0.61
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	0.61
INC000000624605	Brad Palmer	None	None	None	TIR Missed: No	0.37
Application Services	Danielle Hood	Transportation	Low	Resolved	TTR Missed: Yes	8.44
INC000000624650	David Deng	Network	None	Microsoft Windows 7	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000624661	Bryan Chamberlain	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000624708	Maury Gleave	Application	Error	Gmail	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000624710	Zeke Gonzalez	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000624715	Leann Abegglen	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000624798	Tracey Mulder	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

Incident	Person	Category	Type	Item	Severity	Status	TIR/TTR Missed	Value
INC000000624826	Shannon Abrams	Network	None	None			TIR Missed: No	0.59
	Campus Networking	Tim King	Transportation		Low	Closed	TTR Missed: Yes	8.62
INC000000624836	Mark Whittaker	Application	None	Gmail			TIR Missed: Yes	50.20
	Application Services	Martin Gonzalez	Transportation		Low	Resolved	TTR Missed: Yes	50.35
INC000000624923	Troy Richins	Application	None	Google Chrome			TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000624940	Tim Walden	Telecom	Dial Tone	Telephone			TIR Missed: No	0.66
	Voice Operations	Romanza Hamblin Sorensen	Transportation		Low	Closed	TTR Missed: No	0.66
INC000000625058	Joe Mosher	Application	Error	None			TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000625074	Fred Doehring	Application	None	Gmail			TIR Missed: No	0.72
	Application Services	Danielle Hood	Transportation		Low	Closed	TTR Missed: No	1.18
INC000000625086	Fred Doehring	Application	Error	Gmail			TIR Missed: No	0.13
	Application Services	Danielle Hood	Transportation		Low	Closed	TTR Missed: No	0.23
INC000000625448	Wendy Tripp	Application	None	Acrobat Reader			TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000625459	Tim Rodriguez	Application	None	Gmail			TIR Missed: Yes	5.86
	Application Services	Danielle Hood	Transportation		Medium	Closed	TTR Missed: Yes	5.93
INC000000625463	Fara Williams	Application	None	Microsoft PowerPoint			TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000625486	Lisa Napier	None	None	None			TIR Missed: Yes	12.97
	Metro C Help Desk	Chris Olson	Transportation		Low	Resolved	TTR Missed: Yes	12.97
INC000000625514	Wesley Brackenbury	None	None	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000625516	Lisa Napier	None	None	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000625562	Randy Park	PC/Laptop	Hardware	None			TIR Missed: No	0.33
	Metro C West Desktop Support	Shane Squire	Transportation		Low	Closed	TTR Missed: No	2.75
INC000000625566	Shawn Lambert	PC/Laptop	None	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	2.01
INC000000625575	Mark Whittaker	None	None	None			TIR Missed: Yes	8.12
	Application Services	Danielle Hood	Transportation		Low	Resolved	TTR Missed: Yes	8.12
INC000000625669	Kim Stocking	PC/Laptop	None	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	3.53

Transportation

Incident	Name	Category	Type	Product		TIR Missed	Value
INC000000625685	John Haigwood	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.36
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.76
INC000000625827	John F Christensen	Application	Password	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000625830	Rick Torgerson	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000625832	Chad Cornia	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000625864	Waco Lund	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000625904	Lynn Bernhard	Application	None	Adobe Flash		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000625908	Randy Obray	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000625914	Karyl Keanaiana	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000625952	Larry Ivie	Application	None	PGP		TIR Missed: No	0.47
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.47
INC000000626062	Kelly Olson	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000626078	Tim Walden	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000626234	Shelby Clayburn	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000626259	Jeff H Johnson	Application	Password	Utah Master Directory		TIR Missed: No	0.26
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.26
INC000000626275	Jason Richins	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	
INC000000626279	Debra TP Brown	Mobile Devices	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	
INC000000626308	Jason Richins	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.78
INC000000626341	Calvin Willson	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000626372	Pam Wilcock	PC/Laptop	Password	Active Directory		TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.73
INC000000626375	PJ Roubinet	PC/Laptop	Password	Active Directory		TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.75
INC000000626380	Janice Tremaine	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.78
INC000000626381	Janice Tremaine	PC/Laptop	Password	Active Directory		TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.77
INC000000626399	Tim Walden	Application	Password	Active Directory		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000626464	Michael Blotter	Application	Password	Utah Master Directory		TIR Missed: No	0.02
Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.09
INC000000626482	Cindy Ingram	Application	None	Financial Information Network		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed: No	
INC000000626565	Tyson Larson	Application	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000626586	David Stallworth	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	2.07
INC000000626668	Russ Tangren	Telecom	Feature	None		TIR Missed: No	0.00
Rural South Desktop Support	Dan Anthony	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000626887	Tawnia Page	Application	None	Gmail		TIR Missed: Yes	2.21
Application Services	Danielle Hood	Transportation	Low	Resolved	TTR Missed: No	2.53
INC000000626926	Vickie VanDeMerwe	EIS Hardware	None	None		TIR Missed: No	0.30
Strategic Communications	Dennis Rogers	Transportation	Low	Resolved	TTR Missed: No	3.32
INC000000626937	Vickie VanDeMerwe	EIS Hardware	None	None		TIR Missed: No	0.41
Strategic Communications	Luis Larios	Transportation	Low	Resolved	TTR Missed: Yes	57.74
INC000000626978	Robert Pelly	Application	None	Mozilla Firefox		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000626985	Paul West	None	None	None		TIR Missed: No	0.81
Application Services	Danielle Hood	Transportation	Low	Resolved	TTR Missed: No	0.93
INC000000627076	Chris Cowan	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000627117	Nathan Lee	Mobile Devices	Error	Ipads		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000627153	Ileene Grundy	Telecom	Hardware	Telephone		TIR Missed: No	0.14
Voice Operations		Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed: No	0.14
INC000000627163	Mark Velasquez	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support		Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000627173	Bill Smith	Application	Password	Utah Master Directory		TIR Missed: No	0.10
Help Desk		James Stearns	Transportation	Low	Resolved	TTR Missed: No	0.10
INC000000627190	Tim Walden	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000627289	Eyvonne Fawcett	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
Rural North Desktop Support		Robert Stock	Transportation	Low	Resolved	TTR Missed: No	1.20
INC000000627293	Ryan Halverson	Print/Copy/Scan/Fax	Queue	Microsoft Windows Server 2008		TIR Missed: No	0.00
Rural North Desktop Support		Robert Stock	Transportation	Low	Resolved	TTR Missed: No	1.18
INC000000627310	Gary Steele	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
Rural Central Desktop Support		Jeremy Standifird	Transportation	Low	Resolved	TTR Missed: No	0.05
INC000000627432	Ileene Grundy	Network	Error	IManager		TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000627482	Jose Rodriguez	Application	None	None		TIR Missed: No	0.00
Rural Central Desktop Support		Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000627501	Leona Dalley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.24
Rural Central Desktop Support		Todd Hardy	Transportation	Low	Resolved	TTR Missed: No	1.97
INC000000627543	Larry Limberis	Application	None	Microsoft Windows XP Professio	TIR Missed: No	0.00
Metro C West Desktop Support		Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000627627	Paul West	Application	Error	Acrobat Reader		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000627629	Austin Baysinger	Application	None	Microsoft Windows 7		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000627661	Jim Higbee	Application	None	Mozilla Firefox		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000627669	Pamela Moyer	Application	None	Microsoft Excel		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000627732	Tracy Munson	Application	None	PGP		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000627756	Tracy Munson	Application	Error	PGP		TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000627759	Mark Whittaker	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	1.90
INC000000627763	Tracy Munson	Application	Error	Microsoft Windows 7	TIR Missed: No	0.10
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.10
INC000000627842	Zeke Gonzalez	Application	None	Google Chrome	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000627889	Ranae Nielsen	Application	Password	Utah Master Directory	TIR Missed: No	0.06
Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	0.10
INC000000627923	James Rico	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000628074	Jennifer Orton	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural South Desktop Support	Silas Aitchison	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000628084	Joe Mosher	Application	Error	Project Development Business S	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000628091	Brandon Reda	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	1.39
INC000000628103	Susan Jensen	Application	Error	electronic Project Management	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000628132	Rickie Bradshaw	Network	Incident	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000628138	Kathryn Warren	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000628160	Craig DeRose	Application	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	1.26
INC000000628256	Susan Jensen	PC/Laptop	Hardware	Microsoft Windows 7	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000628313	Larry Montoya	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000628529	Adam Anderson	Application	None	Google Chrome	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000628534	Tim Walden	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.17
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.17
INC000000628667	Sara Carlock	Application	None	electronic Project Management	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000628689	Ileene Grundy	Application	Password	Gmail		TIR Missed: No		0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No		0.00
INC000000628737	Darcy Brantly	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No		0.00
INC000000628848	Adam Anderson	Application	Error	Internet Explorer		TIR Missed: No		0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No		0.00
INC000000628858	Mary Ann Wayman	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No		0.03
Metro C West Desktop Support	Cody Flanders	Transportation		Low	Resolved	TTR Missed: No		0.50
INC000000628914	Jeff Reynolds	None	None	None		TIR Missed: No		0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Resolved	TTR Missed: No		0.00
INC000000628938	Charles Mason-Hill	Telecom	None	None		TIR Missed: No		0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Resolved	TTR Missed: No		2.70
INC000000628939	Khaisy Vonarath	Application	Error	Microsoft Windows 7		TIR Missed: No		0.03
Metro C West Desktop Support	Cody Flanders	Transportation		Low	Resolved	TTR Missed: No		0.60
INC000000628941	Keith Wilde	Network	Password	Novell ConsoleOne		TIR Missed: No		0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No		0.00
INC000000628950	Calvin Tisi	Application	Error	ZENworks for Desktops		TIR Missed: No		0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No		0.00
INC000000628956	Barry Sawsak	Application	Error	ZENworks for Desktops		TIR Missed: No		0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No		0.00
INC000000628959	Jim Golden	Application	Error	ZENworks for Desktops		TIR Missed: No		0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No		0.00
INC000000628960	Pat Lowe	Application	Error	Gmail		TIR Missed: No		0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No		0.00
INC000000628964	Grant Jackson	Application	Error	Microsoft Excel		TIR Missed: No		0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No		0.00
INC000000629002	Henry Johnston	Application	None	Gmail		TIR Missed: No		0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No		0.00
INC000000629031	Barbara Adams	Telecom	Voice Mail	None		TIR Missed: No		0.05
Voice Operations	Romanza Hamblin Sorensen	Transportation		Low	Resolved	TTR Missed: No		0.35
INC000000629085	Craig Guymon	Application	Error	Microsoft Windows 7		TIR Missed: No		0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No		0.00
INC000000629089	James B Nichols	Application	Password	Gmail		TIR Missed: No		0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No		0.00

Transportation

INC000000629090	Ileene Grundy	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000629093	Shayla Marquardson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000629095	Layne Brown	Application	Error	Project Development Business !	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000629187	Cortney Pace	Application	None	Novell ConsoleOne	TIR Missed: Yes	1.77
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: Yes	10.77
INC000000629214	Daniel Taylor	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000629265	John Montoya	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000629318	Ahmad Jaber	Mobile Devices	None	iPhone	TIR Missed: No	0.42
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.87
INC000000629340	Dottie Weese	Application	None	Java Platform SE	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000629350	Tawnia Page	Telecom	Voice Mail	Telephone	TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed: No	0.70
INC000000629438	Dirk Parker	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000629499	Marc Sutton	Application	Error	Project Development Business !	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000629516	Josh Miller	Network	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000629607	Marci Brunson	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000629662	Travis Seifers	Application	Password	Utah Master Directory	TIR Missed: No	0.28
	Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	1.19
INC000000629673	Mindi Lake	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000629683	Ryan Christison	Application	Error	PGP	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000629906	Chris Cowan	PC/Laptop	Password	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000630041	Damaris Kjar	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000630043	Paul Kikuchi	Application	None	Financial Information Network	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000630093	Dale Sellers	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000630147	Vicki Wittwer	PC/Laptop	Error	None	TIR Missed: No	0.09
Rural South Desktop Support	Silas Aitchison	Transportation	Low	Resolved	TTR Missed: No	0.09
INC000000630161	Judie McDermott	PC/Laptop	Error	None	TIR Missed: No	0.00
Help Desk	James Stearns	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000630164	Judie McDermott	Telecom	Dial Tone	Telephone	TIR Missed: No	0.00
Voice Operations	Gail Christiansen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000630297	Doug Croft	Network	Incident	None	TIR Missed: No	0.00
Rural South Desktop Support	Silas Aitchison	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000630298	Donath Picardo	Application	Reporting	Gmail	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000630371	Darrell Roberts	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000630372	David Kelley	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000630373	Bryan Chamberlain	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00